VeriFone
VX 520 Terminal
Merchant Manual
for XEPT/SEPT410 Application

JULY 2013

CHASE Paymentech

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DISCLAIMER STATEMENT

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Installation

General Information

Where to Put the Terminal

Select a location for the terminal near a power outlet and a telephone jack that is convenient for the operator and offers adequate ventilation and protection. Certain conditions may damage the terminal or cause it to operate poorly. In general, avoid areas with:

- Excessive heat or dust
- Oil or moisture
- Electrical noise caused by air conditioners, motors, fans, neon signs, or power tools
- Direct sunlight
- Artificial light that could reflect glare off the display panel

Unpacking

Carefully inspect the shipping carton and its contents for shipping damage. If the terminal is damaged, file a claim immediately with the shipping company and notify Chase Paymentech. Do not use a damaged terminal.

Remove all the items from the carton. It should contain:

- A terminal
- A telephone line cord
- A power pack with a 6-foot cord
- Paper roll

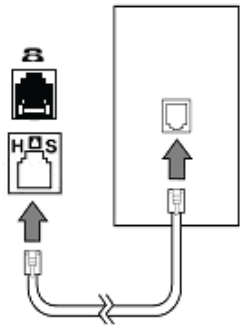
Remove any protective plastic wrapping or protective plastic strips from the terminal.

Save the carton and packing material for repackaging or moving the terminal in the future.

Connecting the Telephone Line

To connect terminals to a telephone line:

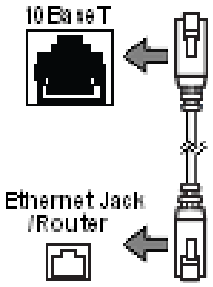
1. Connect one end of the standard telephone line cord to the high-speed dial modem port on the terminal.
2. Connect the other end of the telephone line cord to the telephone wall jack (Telco RJ11).



Connecting the Cat5 Cable for Ethernet Processing

To connect terminals with a Cat5 Cable:

1. Connect one end of the Cat 5 Cable to the Ethernet port on the terminal.
2. Connect the other end of the Cat 5 Cable to the Ethernet wall jack or router.



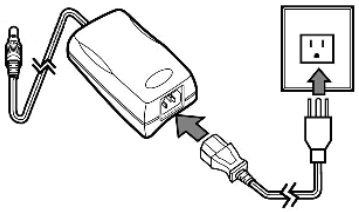
Note: The Vx520 is labeled **ETH.**

Connecting the Power Pack

Warning! Do not plug into an outdoor outlet or operate the terminal outdoors. Operating the terminal in direct sunlight may damage the terminal, as can other outdoor factors. Do not unplug the terminal while processing a transaction. Doing so may cause transaction errors within the terminal or at the host.

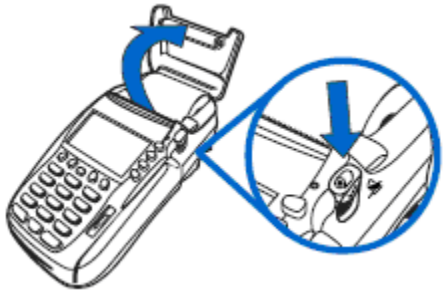
1. Plug the AC power cord into an indoor AC outlet.
2. If not already attached, plug the AC power cord into the AC adapter.
3. Attach the small plug on the AC adapter cord to the power port on the rear of the terminal.

   Note: The Vx820 comes with a 1 piece power pack.

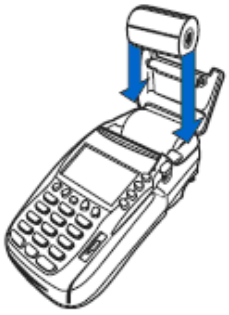


Installing a Paper Roll

1



2



3

To install a roll of paper:

1. Vx510-DC: Open the printer cover by pressing down on the release on the right side of the terminal

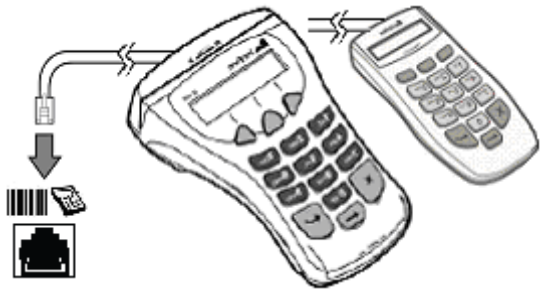
   Vx520: Open the printer cover by pulling the release on the top of the cover.
2. Hold the roll of paper with the leading end coming from the bottom of the roll and pointing toward the front of the terminal then place into the paper roll cradle.
3. Close the printer cover making sure the leading edge of the paper remains on the outside, and that the lid has snapped down securely.

   Note: Pressing the 3 key from SoftPay will feed the paper.

Connecting a PINpad

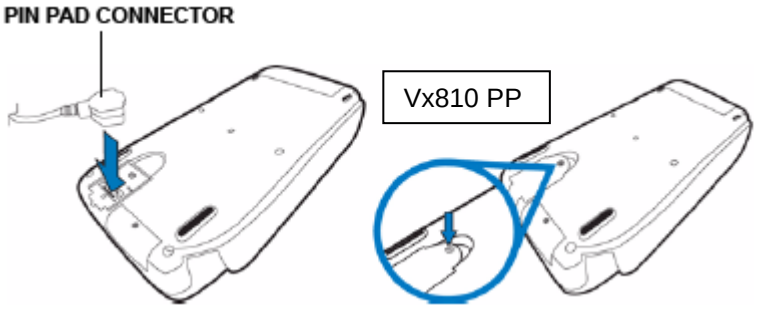
Warning! Ensure that the terminal is disconnected from the power source before plugging in the PINpad. If the terminal is already connected to the power source, the terminal will not recognize the PINpad when plugged in and will erase the encryption.

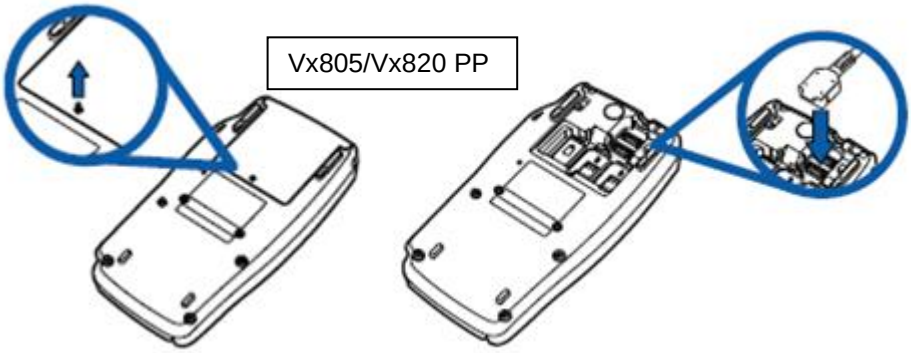
1000SE, SC5000, and Vx810/Vx805/Vx820 PINpad:



1. If necessary, insert the small modular plug on one end of the PIN pad cable into the modular jack on the PIN pad. (see illustration below for Vx810/Vx805/Vx820)
2. Insert the larger connector on the other end of the PIN pad cable into the "PINpad" port on the rear of the Vx510 terminal or the RS232 Port on the Vx520 terminal.
3. Connect the terminal to the power source as a last step.

Note: The Vx810/Vx820 cable has a unique connector style and will require a small (precision type) phillips screwdriver to attach.



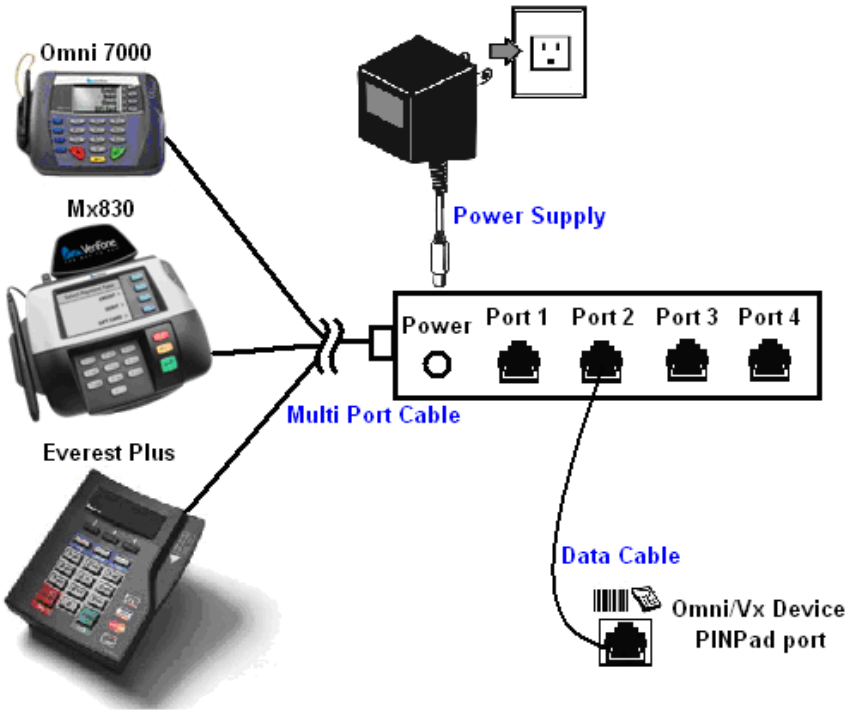


Everest Plus, Omni 7000 and Mx830 PINpad:

1. Connect the Data Cable to Port 2 on the Multi-port cable.
2. Connect the other end of the Data Cable to the PINpad port on the rear of the terminal.
3. Connect the Multi-port cable to the bottom of the Everest/.
4. Connect the Everest/Omni 7000/Mx830 power pack to the power port on the Multi-port cable.
5. Connect the VeriFone Terminal to the terminal power source.

Everest Plus Firmware Verification:

Press *Enter* and *7* at the same time. At the *PSWD?* prompt, key in *166831* and press *Enter.* The firmware will display at the bottom right of the screen. Press *clear* 2 times to return to idle.



Cable Part Numbers

Data Cable:
05654-00

Power Supply:
PWR-04250-01

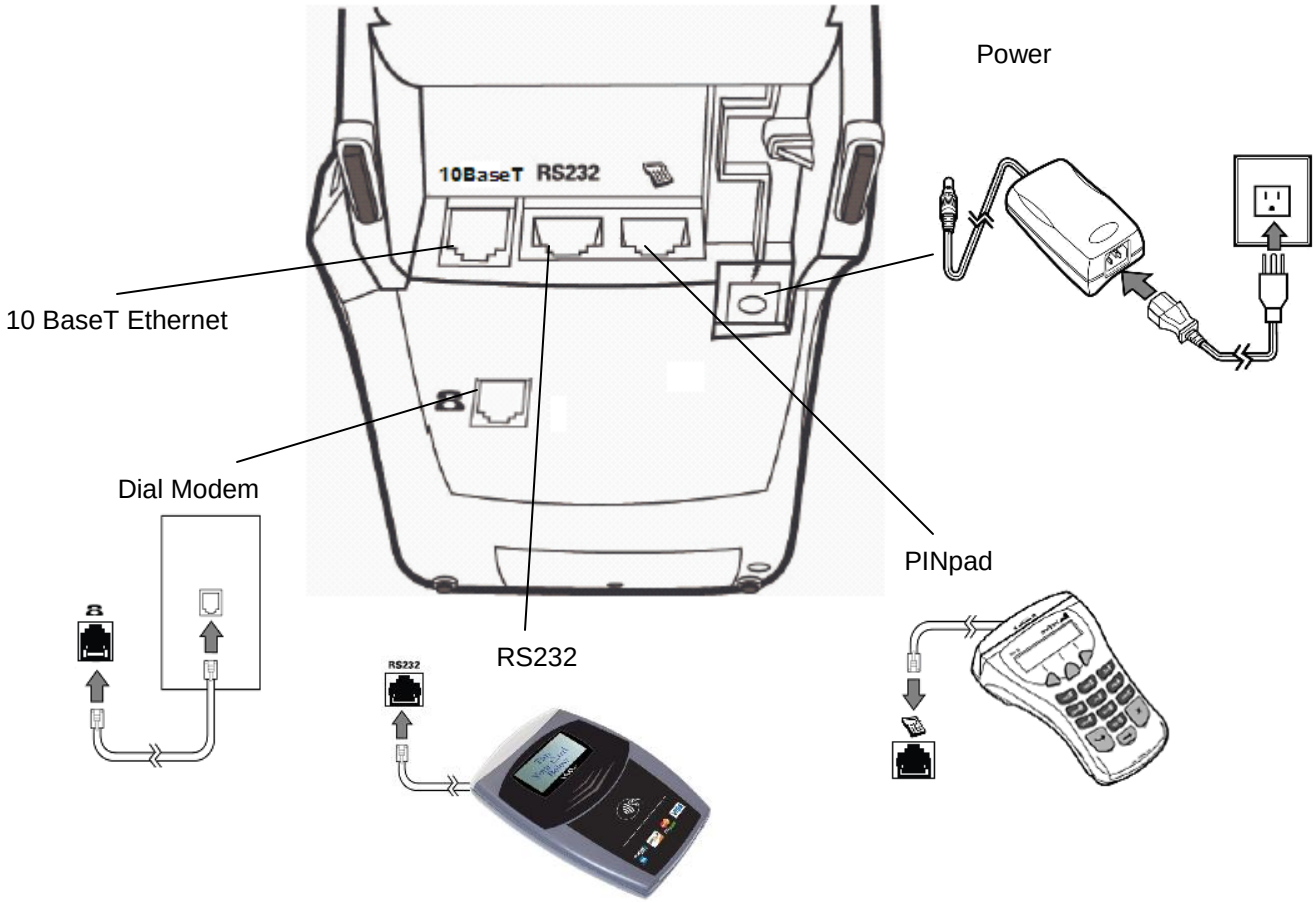
Multi Port Cable:
Mx830,
Omni 7000 &
Everest Plus w/ firmware
EV030(3,4,5)US =
CBL14835-03, CBL-14835-04

Everest Plus w/ firmware
EV0302US =
CBL-14837-06

Vx510 Dual Comm

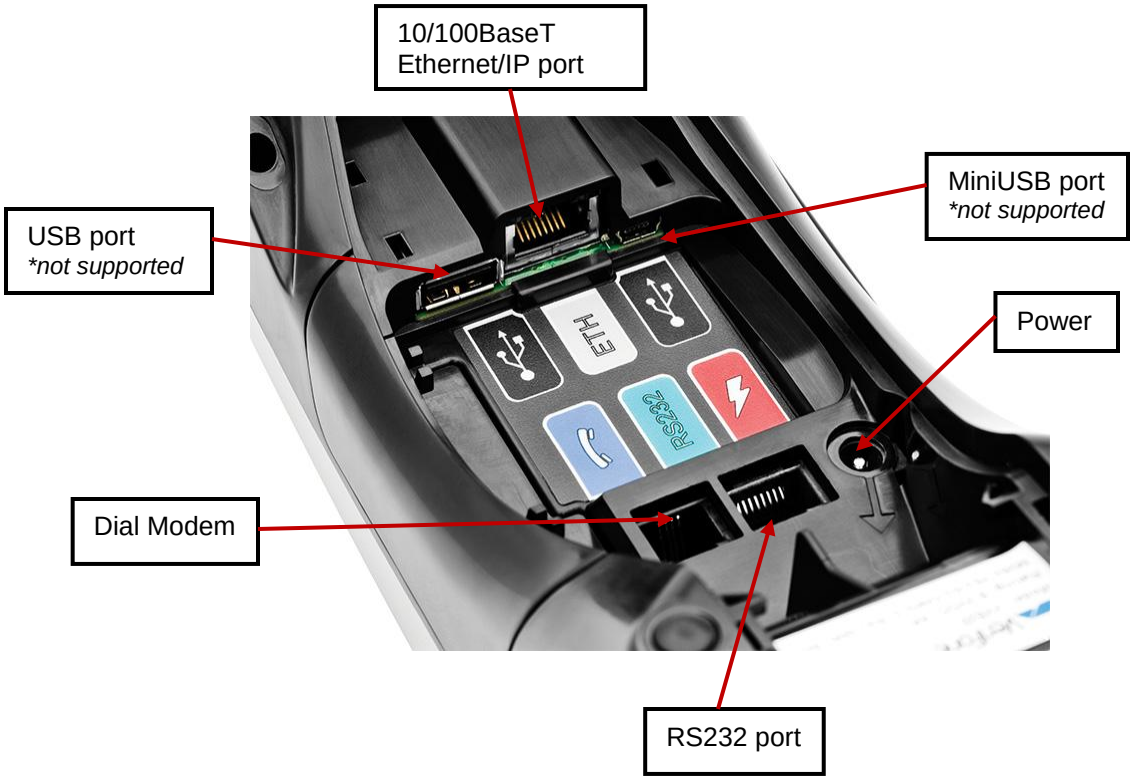
Vx510 Dual Comm Ports

The Vx510 diagram below is shown from underneath with the paper roll cradle at the top.



Vx520 CTLS

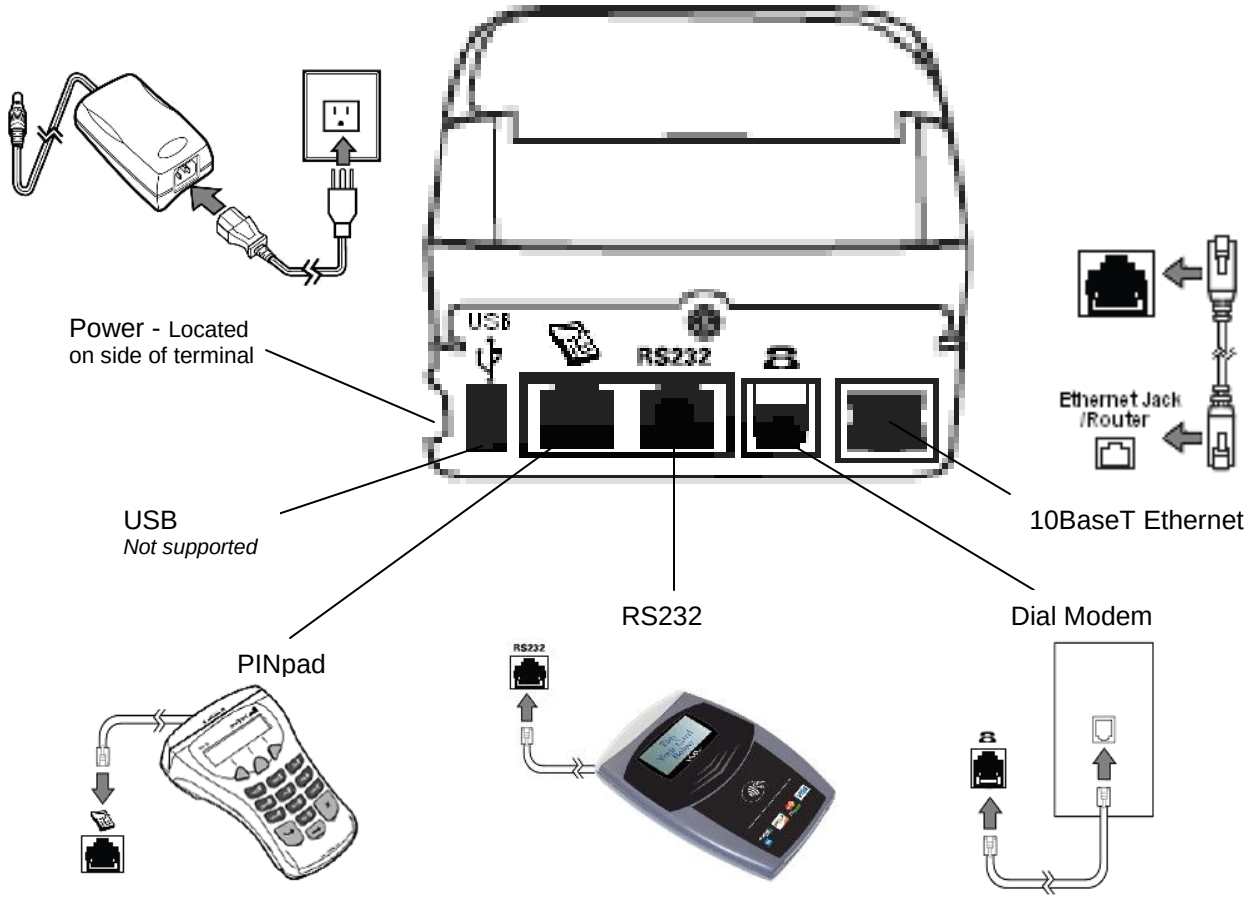
Vx520 Ports



Note: there is a rear cover on the Vx520 that is used for cable management.

Vx570

Vx570 Ports



Vx610

After unpacking a new device, install the battery and connect the plug the terminal into a power source for 6 hours. It is recommended to fully discharge the battery periodically and/or perform a battery conditioning.

The terminal automatically enters sleep mode after 10 minutes of inactivity, and then turns off after 15 additional minutes of inactivity, when running on battery power.

Vx610 Ports

Turning the Vx610 On and Off

Off – Hold down [Cancel] for approximately 5 seconds.

The Vx610 can only be turned off when it is running on battery. When plugged in to a power source, it can not be turned off.

On - Hold down [Enter] for approximately 5 seconds.

Wait approximately 1 minute for communications to re-establish.

Vx610 Wireless Icons

Wireless icons located on the SoftPay idle screen alert the user of the terminal status. The icons do not appear until a transaction has been attempted with the exception of the battery status and power on icons.

Communication Methods	
	The Comm Server application is being utilized by the terminal for communication
	Landline or dial-up is being used.
Antenna Connection	
	Displays when the wireless modem is connected to the network.
	Displays when the wireless modem is not connected to the network.
Signal Strength	
	Displays when the signal strength is between 1 and 25%.
	Displays when the signal strength is between 26 and 50%. Note: At least 35% is recommended to prevent processing comm errors.
	Displays when the signal strength is between 51 and 75%.
	Displays when the signal strength is between 76 and 100%.
Power On	
	Displays to indicate that the Vx610 is plugged in.
Battery Status	
	Empty battery
	Batter at 25% capacity.
	Batter at 50% capacity.
	Batter at 75% capacity.
	Batter at 100% capacity.
	Low battery – less than 10%

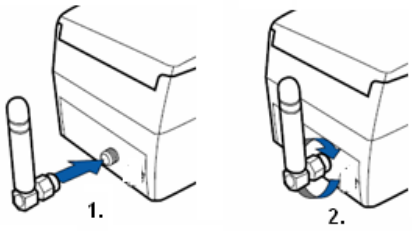
Battery Conditioning

Perform battery conditioning to maximize battery life. The process will take several hours and the device must be connected to power.

Display	Action
Sale F2 Settlement F3 Void F4	Press [F2] and [F4] simultaneously.
SYSTEM MODE ENTRY PASSWORD - - - - - - - - - - -	Key the password and press [ENTER].
SYS MODE MENU 1 EDIT PARAMETERS F2 DOWNLOAD F3 RESTART F4	Press [🡻].
SYS MODE MENU 2 MEMORY FUNCTIONS F2 TERMINAL INFO F3 CLOCK F4	Press [F3] to select Terminal info.
SYS MODE MENU SYSTEM INFO F2 DIAGS AND LOGS F3 BATTERY STATUS F4	Press [F4] for Battery Status.
FULL CHARGE 1701 REMAINING 9% 156 VOLTAGE 7700 SN 0000000000001 INITIALIZED YES BATT CONDITIONER F4	Press [F4] for Battery Conditioner.
STEP 1/3 1ST CHARGE	Battery fully charges. No action required.
STEP 2/3 DISCHARGE	Battery fully discharges. No action required.
STEP 3/3 CHARGE	Battery fully charges. No action required.

Connecting the Antenna

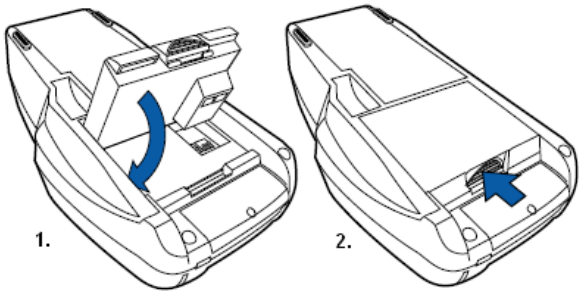
1. Connect the antenna to the outlet on the back of the VX610 terminal.
2. Turn the antenna clockwise until tight. Do not over tighten the antenna.



Attaching/Detaching the Battery Pack

To attach the battery pack:

1. Place the battery pack into the available slot on the back of the terminal.
2. Snap into place.



To detach the battery pack:

1 Push in on the grooved side of the battery pack

2 Lift up battery until removed.

Transactions

Shading indicates prompts or menus that display based on how the terminal is setup.

Sale

Sale

Display	Action
Sale F2 Settlement F3 Void F4	Press [F2] to select sale.
Amount: $ 0.00	Key in amount and press [Enter].
Total: $X.XX Card Entry or Account Number:	Swipe or manually key the card and press [Enter].
Sale Total: X.XX / Yes F1 No F2	Customer or Merchant confirms the amount. Press [F1] for yes, [F2] for no. Note: cannot be disabled.
 Card Entry/Account #:	Tap, swipe or manually key the card and press [Enter]. *(Vx520 CTLS only)*
Choose Card: / Credit F1 Debit F2 EBT F3	Select the card type for the transaction *if multiple card types are enabled*.
Transmitting…	No action.
APPROVED XXXXXX	No action.

Auth Only

An Auth Only provides an approval, but does not charge the cardholder until the transaction has been added to the batch through a Force.

Auth Only

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press [↓] 2 times.
EBT Bal Inq F1 Auth Only F2 Phone Order F3 ↓ Other Setup F4	Press [F2] to select auth only. If EBT is not enabled press [F1] for auth only.
Amount: $ 0.00	Key in amount and press [Enter].
Total: $X.XX Card Entry or Account Number:	Swipe or manually key the card and press [Enter].
Sale Total: X.XX / Yes F1 No F2	Customer or Merchant confirms the amount. Press [F1] for yes, [F2] for no. Note: cannot be disabled.
 Card Entry/Account #:	Tap, swipe or manually key the card and press [Enter]. *(Vx520 CTLS only)*
Choose Card: / Credit F1 Debit F2 EBT F3	Select the card type for the transaction *if multiple card types are enabled*.
Processing…	No action.
APPROVED XXXXXX	No action. Terminal returns to main menu.

Force

A force sale is used when the authorization of a sale is obtained over the phone or complete an auth only, and is not supported for Debit transactions.

Force

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press [↓].
Refund F1 Force F2 Reprint F3 ↓ Check F4	Press [F2] to select force.
Amount: $ 0.00	Key in amount and press [Enter].
Total: $X.XX Card Entry or Account Number:	Swipe or manually key the card and press [Enter].
Sale Total: X.XX Yes F1 No F2	Customer or Merchant confirms the amount. Press [F1] for yes, [F2] for no. Note: cannot be disabled.
 Card Entry/Account #:	Tap, swipe or manually key the card and press [Enter]. *(Vx520 CTLS only)*
Choose Card: Credit F1 Debit F2 EBT F3	Select the card type for the transaction *if multiple card types are enabled*.
Appr Code:	Key in approval code and press [Enter].
APPROVED XXXXXX	No action. Terminal returns to main menu.

Refund

Follow the following procedures to perform a refund transaction:

Refund

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press [↓].
Refund F1 Force F2 Reprint F3 ↓ Check F4	Press [F1] to select refund.
Amount: $ 0.00	Key in amount and press [Enter].
Total: $X.XX Card Entry or Account Number:	Swipe or manually key the card and press [Enter].
Sale Total: X.XX Yes F1 No F2	Customer or Merchant confirms the amount. Press [F1] for yes, [F2] for no. Note: cannot be disabled.
Sale Total: X.XX Yes F1 No F2	Customer confirms the amount. Press [F1] for yes, [F2] for no.
 Card Entry/Account #:	Tap, swipe or manually key the card and press [Enter]. *(Vx520 CTLS only)*
Choose Card: Credit F1 Debit F2 EBT F3	Select the card type for the transaction *if multiple card types are enabled*.
Processing…	No action.
APPROVED	No action. Terminal returns to main menu.

Void

Follow the following procedure to perform a void transaction.

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press [F4] to select Void.
Void Last Trans? / Yes F1 No F2	Press [F1] to void last transaction. Press [F2] to search by invoice or account number.
Void / Select Batch / Settl F1 Revrsl F2	Press [F1] for current transactions in the batch. Press [F2] for auth-only transactions.
Retrieve By? / Inv# F1 Acct# F2	Press [F1] to search by invoice number. Press [F2] to search by account number.
Total $ X.XX	No action.
Inv #: XXX [Card Type] [Tran Type] [Card number] $ X.XX / Yes F1 No F2 Next F3	Press [F1] to select displayed transaction. Press [F2] to cancel back to the previous screen. Press [F3] to go to the next transaction.
Processing…	No action.
APPROVED XXXXX	No action. Terminal returns to main menu.

EBT Balance Inquiry

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press [↓] 2 times.
EBT Bal Inq F1 Auth Only F2 Phone Order F3 ↓ Other Setup F4	Press [F1] to select EBT Bal Inq.
Card Entry or Account Number:	Swipe or manually key the card and press [Enter].
EBT Bal Inq / Trans Type / Cash F1 Food F2	Press [F1] to select cash. Press [F2] to select food.
Enter PIN:	Key the PIN number on the PINpad and press [Enter].
Processing…	No action.
APPROVED	No action. Terminal returns to main menu.

Tip Adjust

Use the following procedure to perform a tip adjustment to a credit card transaction:

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press the [TIP] hot key (2nd purple key from the left).
Retrieve By: / Clrk/Srvr F1 Amt F2 Acct F3 Inv# F4	Press [F1] to retrieve by clerk/server ID. Press [F2] to retrieve by amount. Press [F3] to retrieve by account number. Press [F4] to retrieve by invoice number.
Inv #: XXX [Card Type] Adj [Tran Type] [Card number] $ X.XX / Adj F1 Prev F2 Next F3 Inv# F4	Press [F1] to adjust displayed transaction. Press [F2] to scroll to the previous transaction. Press [F3] to scroll to the next transaction. Press [F4] to search by invoice number.
Tip Amount: 0.00 New Tip: $ 0.00	Key in tip amount and press [Enter].
Approved XXXXXX	No action. Terminal returns to tip adjust menu.

Tab Processing (Restaurant Only)

Open Tab

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press [↓].
Refund F1 Force F2 Tab F3 ↓ Reprint F4	Press [F3] to select tab.
Open Tab F2 Close Tab F3 ↓ Tab Report F4	Press [F2] to select open tab.
Amount: $ X.XX	Press [Enter] to accept default amount, or key in amount and press [Enter].
Swipe or Enter Acct #:	Swipe or manually key the card and press [Enter].
Processing…	No action.
APPROVED XXXXXX	Press [Enter] to return to tab menu.

Close Tab

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press [↓].
Refund F1 Force F2 Tab F3 ↓ Reprint F4	Press [F3] to select tab.
Open Tab F2 Close Tab F3 ↓ Tab Report F4	Press [F3] to select close tab.
Retrieve By: / Inv# F1 Acct# F2	Press [F1] to retrieve by invoice number. Press [F2] to retrieve by account number.
Inv #: XXX [Card Type] Open Tab [Card number] $ X.XX / YesF1 No F2 Next F3	Press [F1] to select displayed transaction. Press [F2] to go back to the tab menu. Press [F3] to scroll to the next transaction.
Close Tab Cnfrm Same Card / Yes F1 No F2	Press [F1] to close using same card. Press [F2] to close using a new card.
Amount: XX.XX New Amt: $ XX.XX	Press [Enter] to accept default amount, or key in amount and press [Enter].
Processing…	No action.
APPROVED XXXXXX	No action. Terminal returns to tab menu.

Force Open Tab

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press [↓].
Refund F1 Force F2 Tab F3 ↓ Reprint F4	Press [F3] to select tab.
Open Tab F2 Close Tab F3 ↓ Tab Report F4	Press [↓].
Force Open Tab F1 Delete Tab F2	Press [F1] to select force open tab.
Amount: $ XX.XX	Key in amount and press [Enter].
Swipe or Enter Acct #:	Swipe or manually key the card and press [Enter].
Appr Code:	Key approval code and press [Enter].
APPROVED XXXXXX	No action. Terminal returns to tab menu.

Delete Tab

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press [↓].
Refund F1 Force F2 Tab F3 ↓ Reprint F4	Press [F3] to select tab.
Open Tab F2 Close Tab F3 ↓ Tab Report F4	Press [↓].
Force Open Tab F1 Delete Tab F2	Press [F2] to select delete tab.
Retrieve By: / Inv# F1 Acct# F2	Press [F1] to retrieve by invoice number. Press [F2] to retrieve by account number.
Inv #: XXX [Card Type] Open Tab [Card number] $ X.XX / YesF1 No F2 Next F3	Press [F1] to select displayed transaction. Press [F2] to go back to the tab menu. Press [F3] to scroll to the next transaction.
Tab deleted	No action. Terminal returns to tab menu.

Gift Card

Gift cards are pre-paid, magnetic-stripe cards that the cardholder may use for the purchase of goods or services at a point of sale.

Issuance

Follow the following procedures to perform an issuance:

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press the Gift Card hot key, the 3rd purple key from the left.
Issue Add Value F2 Redemption F3 ↓ Balance Inquiry F4	Press [F2] to select issue add value.
Number of Cards: 1	Press [Enter] to select one card, or key in amount of cards and press [Enter].
Card Entry or Account Number:	Swipe or manually key the card and press [Enter].
Amount: $ 0.00	Key in amount and press [Enter].
Processing…	No action.
APPROVED	Single Issuance: Terminal returns to main menu. Multi Issuance: Terminal will repeat from Swipe or [Enter]…

Activation

Follow the following procedure to perform a single or multi activation:

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press the Gift Card hot key, the 3rd purple key from the left.
Issue Add Value F2 Redemption F3 ↓ Balance Inquiry F4	Press [↓].
Reports F1 Force Issuance F2 Force Redempt F3 ↓ Activation F4	Press [F4] to select activation.
Number of Cards: 1	Press [Enter] to select one card, or key in amount of cards and press [Enter].
Card Entry or Account Number:	Swipe or manually key the card and press [Enter].
Amount: $ 0.00	Key in amount and press [Enter].
Processing…	No action.
APPROVED	Single Activation: Terminal returns to main menu. Multi Activation: Terminal will repeat from Swipe or [Enter].

Block Activation

Follow the following procedure to perform a block activation:

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press the Gift Card hot key, the 3rd purple key from the left.
Issue Add Value F2 Redemption F3 ↓ Balance Inquiry F4	Press [↓] 2 times.
Block Activate F1 Force Activate F2 Deactivation F3 ↓ Reactivation F4	Press [F1] to select block activate.
Number of Cards: 1	Key the number of cards to activate and press [Enter].
Card Entry or Account Number:	Swipe or manually key the card and press [Enter].
Amount: $ 0.00	Key in amount and press [Enter].
Processing…	No action.
APPROVED	No action. Terminal returns to main menu.

Redemption

Follow the following procedure to perform a redemption:

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Swipe the Gift card or press the Gift Card hot key, the 3rd purple key from the left.
Issue Add Value F2 Redemption F3 ↓ Balance Inquiry F4	Press [F3] to select Redemption.
Amount: $ 0.00	Key in amount and press [Enter].
Card Entry or Account Number:	Swipe or manually key the card and press [Enter].
Processing…	No action.
APPROVED	No action. Terminal returns to main menu.

Add Tip

Add Tip is used when the customer paid the purchase with a gift card and indicated a tip in addition to the purchase.

Add tip transaction must be linked to the original redemption transaction, and the tip amount will be deducted from the save gift card's account.

Follow the following procedure to perform an Add Tip transaction.

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press the Gift Card hot key, the 3rd purple key from the left.
Issue Add Value F2 Redemption F3 ↓ Balance Inquiry F4	Press [↓].
Add Tip F1 Reports F2 Force Issuance F3 ↓ Force Redempt F4	Press [F1] to select add tip.
Invoice number:	Key the invoice number and press [Enter].
Inv #: XXX GIFTCARD Redemption [Card number] $ X.XX Yes F1 No F2	Press [F1] to select displayed transaction. Press [F2] to go back to the menu.
Amount: $ 0.00	Key in amount and press [Enter].
Processing…	No action.
APPROVED	No action. Terminal returns to main menu.

Balance Inquiry

Follow the following procedure to check the balance on a gift card.

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press the Gift Card hot key, the 3rd purple key from the left.
Issue Add Value F2 Redemption F3 ↓ Balance Inquiry F4	Press [F4] to select balance inquiry.
Card Entry or Account Number:	Key or swipe card.
Processing…	No action.
APPROVED	No action. Terminal returns to main menu.

Force Issuance, Redemption and Activation

Follow the following procedure to perform a Force Issuance, Force Redemption and Force Activation.

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press the Gift Card hot key, the 3rd purple key from the left.
Issue Add Value F2 Redemption F3 ↓ Balance Inquiry F4	Press [↓].
Reports F1 Force Issuance F2 Force Redempt F3 ↓ Activation F4	Press [F2] to select Force Issuance. Press [F3] to select Force Redempt. Press [↓] to go to the next screen to select Force Activate.
Add Tip F1 Reports F2 Force Issuance F3 ↓ Force Redempt F4	Press [F3] to select Force Issuance. Press [F4] to select Force Redempt. Press [↓] to go to the next screen to select Force Activate. *(restaurant)*
Block Activate F1 Force Activate F2 ↓ Deactivation F3	Press [F2] to select force activate.
Activation F1 Block Activate F2 Force Activate F3 ↓ Deactivation F4	Press [F3] to select force activate. *(restaurant)*
Card Entry or Account Number:	Key or swipe card.
Amount: $ 0.00	Key in amount and press [Enter].
Appr Code:	Key approval code and press [Enter].
Processing…	No action.
APPROVED XXXXXX	No action. Terminal returns to main menu.

Deactivation

Follow the following procedure to perform a Deactivation.

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press the Gift Card hot key, the 3rd purple key from the left.
Issue Add Value F2 Redemption F3 ↓ Balance Inquiry F4	Press [↓] 2 times. *(3 times for restaurant)*
Block Activate F1 Force Activate F2 Deactivation F3 ↓ Reactivation F4	Press [F3] to select deactivation. *([F4] for restaurant)*
Card Entry or Account Number:	Key or swipe card.
Confirm Yes F1 No F2	Press [F1] to confirm deactivation. Press [F2] to cancel.
Processing…	No action.
APPROVED XXXXXX	No action. Terminal returns to main menu.

Reactivation

Follow the following procedure to perform a Reactivation.

Display	Action
Sale F2 Settlement F3 ↓ Void F4	Press the Gift Card hot key, the 3rd purple key from the left.
Issue Add Value F2 Redemption F3 ↓ Balance Inquiry F4	Press [↓] 2 times. *(3 times for restaurant)*
Block Activate F1 Force Activate F2 Deactivation F3 ↓ Reactivation F4	Press [F4] to select reactivation. *([F1 for restaurant)*
Card Entry or Account Number:	Key or swipe card.
Amount: $ 0.00	Key in amount and press [Enter].
Processing…	No action.
APPROVED XXXXXX	No action. Terminal returns to main menu.

Check Transactions

This transaction verifies a check at the point of sale. These transactions are not captured in the batch, are not on reports and do not print receipts.

Host: Paymentech (PNS SCAN)

Display	Action
Sale F2 Settlement F3 Void F4	Press [🡻] to scroll menu.
Refund F1 Force F2 Reprint F3 Check F4	Press [F4] to select Check.
Check Host: PAYM Prev F1 Next F2 Slct F3 Exit F4	Press [F3] to select PAYM.
Check Swipe check or Enter router number	Key check routing number and press [Enter].
Check Account number	Key the check account number and press [Enter].
Check Amount: $ 0.00	Key the amount of the transaction and press [Enter].
Check OK $xx.xx [Appr Code]	Terminal will display response. Press [Enter] to return to the idle prompt. Note: Terminal will beep until Enter is pressed to return to the idle prompt.

Host: Telecheck A

Display	Action
Sale F2 Settlement F3 Void F4	Press [🡻] to scroll menu.
Refund F1 Force F2 Reprint F3 Check F4	Press [F4] to select Check.
Check Host: PAYM Prev F1 Next F2 Slct F3 Exit F4	Press [F2] Next.
Check Host: TELECHK A Prev F1 Next F2 Slct F3 Exit F4	Press [F3] to select TELECHK A.
TeleCheck-A Select Chk Type Psnl F1 Comp F2	Press [F1] if the check is a personal check, or [F2] if it is a company check.
TeleCheck-A MICR Number	Key the check routing number/account number/check number and press [Enter].
TeleCheck-A Check Number	Key the check number and press [Enter].
TeleCheck-A Amount: $ 0.00	Key the amount of the transaction and press [Enter].
TeleCheck-A Driver's License	Key the customer's driver's license number and press [Enter].
TeleCheck-A State Code	Key the state code of the state that issued the driver's license and press [Enter].
TeleCheck-A Approved xxxx	Terminal will display response. Press [Enter] to return to the idle prompt.

Host: Telecheck B

Display	Action
Sale F2 Settlement F3 Void F4	Press [🡻] to scroll menu.
Refund F1 Force F2 Reprint F3 Check F4	Press [F4] to select Check.
Check Prev F1 Host: Next F2 PAYM Slct F3 Exit F4	Press [F2] twice.
Check Prev F1 Host: Next F2 TELECHK B Slct F3 Exit F4	Press [F3] to select TELECHK B.
TeleCheck-B Psnl F1 Select Chk Type Comp F2	Press [F1] if the check is a personal check, or [F2] if it is a company check.
TeleCheck-B Driver's License	Key the customer's driver's license number and press [Enter].
TeleCheck-B State Code	Key the state code of the state that issued the driver's license and press [Enter].
TeleCheck-B Check Number	Key the check number and press [Enter].
TeleCheck-B Amount: $ 0.00	Key the amount of the transaction and press [Enter].
TeleCheck-B Approved xxxx	Terminal will display response. Press [Enter] to return to the idle prompt.

Host: Certegy A

Display	Action
Sale F2 Settlement F3 Void F4	Press [🡻] to scroll menu.
Refund F1 Force F2 Reprint F3 Check F4	Press [F4] to select Check.
Check Prev F1 Host: Next F2 PAYM Slct F3 Exit F4	Press [F2] 3 times.
Check Prev F1 Host: Next F2 Certegy-A Slct F3 Exit F4	Press [F3] to select CERTEGY A.
Check Swipe check or Enter router number	Key check routing number and press [Enter].
Certegy-A Account number	Key the check account number and press [Enter].
Certegy-A Check Number	Key the check number and press [Enter].
Certegy-A Amount: $ 0.00	Key the amount of the transaction and press [Enter].
Certegy-A OK xxxxxx	Terminal will display response. Press [Enter] to return to the idle prompt.

Host: Certegy B

Display	Action
Sale F2 Settlement F3 Void F4	Press [🡻] to scroll menu.
Refund F1 Force F2 Reprint F3 Check F4	Press [F4] to select Check.
Check Prev F1 Host: Next F2 PAYM Slct F3 Exit F4	Press [F2] 4 times.
Check Prev F1 Host: Next F2 Certegy-B Slct F3 Exit F4	Press [F3] to select CERTEGY B.
Certegy-B Driver's License	Key the customer's driver's license number and press [Enter].
Certegy-B State Code	Key the state code of the state that issued the driver's license and press [Enter].
Certegy-B BirthDate MMDDYY	Key the customer's birth date and press [Enter].
Certegy-B Swipe check or Enter router number	Key check router number and press [Enter].
Certegy-B Account number	Key the check account number and press [Enter].
Certegy-B Check Number	Key the check number and press [Enter].
Certegy-B Amount: $ 0.00	Key the amount of the transaction and press [Enter].
Certegy-B OK xxxxxx	Terminal will display response. Press [Enter] to return to the idle prompt.

Host: Crosscheck

Display	Action
Sale F2 Settlement F3 Void F4	Press [🡻] to scroll menu.
Refund F1 Force F2 Reprint F3 Check F4	Press [F4] to select Check.
Check Prev F1 Host: Next F2 PAYM Slct F3 Exit F4	Press [F2] 5 times.
Check Prev F1 Host: Next F2 CROSSCHECK Slct F3 Exit F4	Press [F3] to select CROSSCHECK.
CrossCheck Driver's License	Key the customer's driver's license number and press [Enter].
CrossCheck State Code	Key the state code of the state that issued the driver's license and press [Enter].
CrossCheck Check Number	Key the check number and press [Enter].
CrossCheck Amount: $ 0.00	Key the amount of the transaction and press [Enter].
CrossCheck Approved xxxx	Terminal will display response. Press [Enter] to return to the idle prompt.

Host: CheckCare

Display	Action
Sale F2 Settlement F3 Void F4	Press [🡻] to scroll menu.
Refund F1 Force F2 Reprint F3 Check F4	Press [F4] to select Check.
Check Prev F1 Host: Next F2 PAYM Slct F3 Exit F4	Press [F2] 6 times.
Check Prev F1 Host: Next F2 CHECKCARE Slct F3 Exit F4	Press [F3] to select CHECKCARE.
CheckCare MICR Number	Key check router number/account number/check number and press [Enter].
CheckCare Check Number	Key the check number and press [Enter].
CheckCare Amount: $ 0.00	Key the amount of the transaction and press [Enter].
CheckCare Approved xxxx	Terminal will display response. Press [Enter] to return to the idle prompt.

Optional Prompts – Credit, Debit, EBT and Gift Card

Optional prompts are defined by the terminal setup or the card type/transaction type being used.

Optional Prompts

Terminal Display	Action	Transaction Types	
		Credit, Debit, EBT	Gift Card
Prior to Amount Prompt			
[Type] Password:	Key password and press Enter.	Sale Force Refund Void Auth Only Manual entry	Issuance Activation Redemption Balance Inquiry Force Issuance Force Activation Force Redemption Deactivation Reactivation Block Activation
Invoice Number:	Key invoice number and press Enter.	Sale Force Refund Auth Only Void	Issuance Activation Redemption Balance Inquiry Force Issuance Force Activation Force Redemption Deactivation Reactivation Block Activation
Clerk\Server Id:	Key clerk\server ID and press Enter.	Sale Force Refund Auth Only	Issuance Activation Redemption Balance Inquiry Force Issuance Force Activation Force Redemption Deactivation Reactivation Block Activation
Logon Yes F1 No F2	Press F1 to logon the clerk. Press F2 to cancel.	Sale Force Refund Auth Only	Issuance Activation Redemption Balance Inquiry Force Issuance Force Activation Force Redemption Deactivation Reactivation Block Activation
Password:	Key clerk password and press Enter.	Sale Force Refund Auth Only	Issuance Activation Redemption Balance Inquiry Force Issuance Force Activation Force Redemption Deactivation Reactivation Block Activation
After Amount Prompt			
Tax Amt: $ 0.00	Key tax amount and press Enter.	Sale Force Refund	

Terminal Display		Action	Transaction Types	
			Credit, Debit, EBT	Gift Card
Select Tip Amt	xx% = x.xx F1 xx% = x.xx F2 xx% = x.xx F3 Other Amount F4	Select the desired Tip amount or press F4 to Print a tip line on the receipt.	Sale Force	
[Type] CASHBACK?	Yes F1 No F2	Press F1 for cashback Press F2 for no cashback	Debit	
[Type] Select Cashback	$10 F1 $20 F2 $40 F3 $50 F4	Customer selects the desired Cashback amount.	Debit	
Enter PIN		Key PIN number and press Enter.	Debit Sale Debit Refund EBT	
Exp Date(MMYY):		Key card expiration date in MMYY format and press Enter. Note: Manually entered transactions only.	Sale Force Refund Auth Only	
Imprint Card Press Enter Key		Imprint card and press Enter. Note: Manually entered transactions only.	Sale Force Refund Auth Only	
Cust Ref #:		Key customer reference number and press Enter.	Sale Force Refund Auth Only	Issuance Activation Redemption Force Issuance Force Activation Force Redemption Deactivation Reactivation Block Activation
Table #:		Key the Table Number and press Enter.	Sale (Rest) Force (Rest) Refund (Rest)	
Choose Tran:	Sale F1 Phone F2 Web F3	Press F1 to select sale. Press F2 to select phone. Press F3 to select web.	Force (Manual Entry)	
V-Code:		Key V-Code and press Enter. Note: Manually entered transactions only.	Sale Auth Only	
Web Sale Encrypted?	Yes F1 No F2	Press F1 for an encrypted web sale Press F2 for a non-encrypted web sale	Sale Force	
Code present?	No F1 Xread F2	Press F1 if the V-Code is not present. Press F2 if the V-Code is illegible. Note: Manually entered transactions only.	Sale Auth Only	
Address :		Key street address number and press Enter. Note: Manually entered transactions only.	Sale Auth Only	
Zip Code:		Key zip code and press Enter. Note: Manually entered transactions only.	Sale Auth Only	
AVS Code: X Accept Tran?	Yes F1 No F2	Press F1 to accept the transaction. Press F2 to cancel the transaction. Note: Manually entered transactions only.	Sale Auth Only	
Last 4 digits:		Key the last four digits of card number and	Sale	Issuance

Terminal Display		Action	Transaction Types	
			Credit, Debit, EBT	Gift Card
		press Enter. Note: Swiped transactions only.	Force Auth Only Void	Activation Balance Inquiry Force Issuance Force Activation Force Redemption Force Redemption Reactivation Block Activation
Tran Ref:		Key transaction reference number and press Enter.		Issuance Activation / Block Act Redemption Force Issuance Force Activation Force Redemption Deactivation Reactivation
Terminal Fee $ X.XX	Yes F1 No F2	Press F1 to accept terminal fee. Press F2 to decline terminal fee.	Debit Sale	
Send Duplicate?	Yes F1 No F2	Press F1 to confirm sending the duplicate transaction. Press F2 to cancel.	Sale Auth Only Force Refund Void	Issuance Activation Redemption Force Issuance Force Activation Force Redemption Deactivation Reactivation Block Activation
Tax Exempt?	Yes F1 No F2	Press F1 for a Tax Exempt Transaction Press F2 to key a Tax Amount.	Sale Force Refund	
Trans Type	Cash F1 Food F2	Press F1 for EBT cash benefit, or press F2 for food stamp.	EBT Sale	
Prnt Cust Copy?	Yes F1 No F2	Press F1 to print customer copy. Press F2 to not print customer copy.	Sale Auth Only Force Refund Void	Issuance Activation Redemption Balance Inquiry Force Issuance Force Activation Force Redemption Deactivation Reactivation Block Activation
Tear Receipt Press Enter		Tear receipt and press Enter.	Sale Auth Only Force Refund Void	Issuance Activation / Block Act Redemption Balance Inquiry Force Issuance Force Activation Force Redemption Deactivation Reactivation
REFUND $ XX.XX	Yes F1 No F2	Press F1 to confirm amount. Press F2 to cancel.	Debit Refund	
Cash: $ X.XX Enter CashBack + OK		Key cash back amount and press Enter.	Debit	

Terminal Display		Action	Transaction Types	
			Credit, Debit, EBT	Gift Card
[Type] CORRECTION $ X.XX	Yes F1 No F2	Press F1 to confirm amount. Press F2 to cancel.	Debit Refund	
Customer Number:		Key customer number and press Enter. Note: Commercial or purchase cards only.	Sale	
Tax Amt: $ 0.00		Key tax amount and press Enter. Note: Commercial or purchase cards only.	Sale	
[CARD TYPE] Destination Zip:		If prompted, enter the shipping destination ZIP code and press Enter. Note: Commercial or purchase cards only.	Force Refund	
[CARD TYPE] Tax Exempt?	Yes No	Press F1 if transaction is tax-exempt, or F2 if transaction is not tax-exempt. Note: Commercial or purchase cards only.	Force Refund	
Payment Type	Cash F1 Credt F2 Debit F3 Comp F4	Press F1 to select cash. Press F2 to select credit. Press F3 to select debit. Press F4 to select complimentary.		Issuance Activation / Block Act Force Issuance Force Activation Force Redemption
Payment Type	Cash F1 Credit/DebitF2 Gift F3	Press F1 to pay the amount due with cash. Press F2 to pay with credit or debit. Press F3 to pay with a gift card.	Partial Pre-Paid Credit	
Amt Due: X.XX Enter to Confirm		Press Enter to confirm amount due.	Partial Pre-Paid Credit	Redemption
Cash Out?	Yes F1 No F2	Press F1 to cash out gift card. Press F2 to leave remaining amount on card.		Redemption
Check Password:		Key password and press Enter.	Check	

Error Messages

Application Processing Messages

Error	Explanation	Action
Accumulator err	The terminal is not able to update the local transaction totals.	Escalate to TPS.
Address Unavail	AVS could not be validated.	Either accept the transaction with failed AVS or cancel the current transaction. Retry the transaction and key the correct Address.
AddZip Mismatch	Neither the address nor zip code keyed matched the address and zip code.	Either accept the transaction with failed AVS or cancel the current transaction. Retry the transaction and key the correct Address and Zip Code.
Adjust Not Allwd	The terminal is not set up to allow adjustments.	Adjustments are not allowed, check terminal download file settings.
Amt Too Large	The HALO for the sale or refund exceeds the limits set. Also, a host generated error, Amount Too Large 420 or 421 will appear if the Max Debit Return is enabled on Tandem.	• Enter a valid amount under the limits set by HALOS, HALOC or HALOR in the download file. • If the error is generated immediately after connecting to the host, the Max Debit Return is enabled on Tandem.
AVS Error	AVS could not be validated.	Either accept the transaction with failed AVS or cancel the current transaction. Retry the transaction and key the correct AVS information.
Bad Account #	The credit or gift card number does not have a valid check digit.	• Retry the transaction. • If problem persists, use another form of payment.
Bad card length	The card number entered is not within the minimum and maximum number of digits in the card BIN range.	• Re-swipe the card. • Manually key the card. • If problem persists, use another form of payment.
Batch Clear failed	The automatic batch delete operation failed after the settlement.	• Manually clear the batch. • If error persists, perform a full download.
Batch Full	The current batch is full. It must be closed before new transactions are performed.	Perform a settlement.
Card Not Supported	Displayed when the card type used isn't found within the BIN ranges.	• Verify the BIN range present and is enabled to accept the card type. • If manual entry, verify it is enabled in the BIN. • Retry the transaction. If problem persists, use another form of payment.
Card Swipe Error	Displayed when the terminal is unable to read the data from the cards magnetic stripe.	• Retry the transaction. • If problem persists, perform a swipe test (chapter 6).
Comm Server Fail / Comm Error	Displayed when the terminal is unable to connect to the host.	• Retry the transaction. • If the error persists, reboot the terminal from the System Mode menu. • Verify the phone or Ethernet connection is working. • Verify the communication parameters in the download file, and perform a full download.

Error	Explanation	Action
Close Batch	Displays when the batch is more than 90% full between transactions. When the batch is full, the Batch Full message displays until the batch is closed.	Perform a batch settlement.
Download Failed	Displayed after a download does not complete because of a connection lost or no host response.	Retry the download.
Empty Batch	Displays if the current batch is empty and a report is requested that displays or prints the transactions in the batch.	Information only message.
Error reading card device	Displayed when the terminal is unable to read the data from the cards magnetic stripe.	• Retry the transaction. • If problem persists, perform a swipe test (chapter 6).
Exec nn	An unexpected application error has occurred.	• Reboot the terminal from the System Mode menu. • If error persists, perform a full download.
Expired card	The card expiration date has passed.	• Verify the Date/Time on the terminal. • Request another form of payment.
Failure: {file name and path}	The listed file names failed the security check. The error will display and the application will not start.	Perform a full download.
Fatal Memory Error	An error has corrupted the terminal's RAM resulting in the loss of a program download.	Perform a full download.
File not found	The terminal could not find the download file requested in VeriCentre.	• Verify parameter *ZT in the terminal and verify that the file is present in VeriCentre. • Retry the download.
File Error Page	One of the files in SoftPay is corrupted.	Perform a full download on the terminal.
Invalid Accnt No	At the last four digits prompt, the incorrect digits were keyed.	• Rekey the last 4 digits from the card. • If error persists, request another form of payment. The card may be fraudulent.
Invalid amount	The amount entered is invalid.	Rekey the dollar amount.
Invalid card length	The card number entered is not within the minimum and maximum number of digits in the card BIN range.	• Re-swipe the card. • Manually key the card. • If problem persists, use another form of payment.
Invalid Clrk Id	The clerk/server number keyed has not been added to the clerk/server table through Servers/Clerk Setup.	Add the clerk via the Clerk Setup function (chapter 6).
Invalid Invoice#	The invoice number selected in not valid.	Re-key a valid invoice number.
Invalid Password	The password entered is not valid.	Re-key the valid password.
Invalid STAN	The host response indicated the current STAN value is not correct.	Escalate to TPS.
Invalid Clrk/Srvr Id	The clerk/server number keyed has not been logged on.	Add the clerk/server number to the clerk table through Clerk/Server Setup. Reference Manager Functions chapter.
Invld TCT track #	An invalid numeric value for the track number was entered.	Escalate to TPS.
Memory Error	The terminal's memory is not initialized.	Perform a full download.
No Data Avail	A reprint was requested with no transactions in the batch.	A reprint can not be performed on a settled transaction.

Error	Explanation	Action
No Manual Entry	The current transaction type does not allow manual entry of the card number.	• Retry the transaction by swiping the card. • If the mag stripe is bad and cannot be swiped, ask for another form of payment. • Confirm Bin range setting for the card type.
No Match Found	No transaction was found with the requested amount.	Attempt to retrieve the transaction by other criteria.
No Resp From Pad	The terminal did not receive expected data (SYN) from ISDN Pad.	• Verify the PINpad is attached to the correct port, if not, power down terminal then connect. (chapter 2) • Verify that the correct PINpad settings are in the download file and perform a partial download if needed.
PINpad Error	The terminal is programmed for debit but no PINpad is attached or PINpad parameters do not match the PINpad.	• Verify the PINpad is attached to the correct port, if not, power down terminal then connect. (chapter 2) • Verify that the correct PINpad settings are in the download file and perform a partial download if needed.
Pls Dnld Comm Server	The terminal is attempting to process via the Ethernet port but does not have the Comm Server application programmed.	• To process via Frame or NetConnect, add the Comm Server to the download file and set the correct Softpay parameters to Frame/NetConnect. • Perform a full download.
Phone Num Flds Empty	The Primary and Secondary phone number fields are blank	• Update the terminal record on VeriCentre and perform a partial download.
Printer error	The terminal is not able to print the receipt.	• Verify paper is loaded correctly. (chapter 2) • If the green paper light is blinking and there is paper loaded correctly, the printer module may be bad.
Read Card Err	The card swipe was not read due to the way the card was pulled through the reader.	• Retry transaction by swiping card or manually key card number. • Perform a card reader test. (chapter 6)
Reading error	The card reading device detected an error.	• Retry transaction by swiping card or manually key card number. • Perform a card reader test. (chapter 6)
Record Not Found	The message appears when attempting to retrieve a transaction by invoice, account number, amount or clerk/server and the record is not in the batch.	Rekey the correct information.
Reprint info load fail	The terminal is not able to get the reprint information from the file.	Escalate to TPS.
Reprint info save fail	The terminal is not able to save the reprint information on the file.	Escalate to TPS.
Retry AVS	AVS could not be validated. This error occurs only when AVS Override is enabled.	• Accept or cancel the transaction with the failed AVS. • If canceled, retry and key correct AVS information.
Reversal file error	The terminal detects an error while reversing the earlier transaction.	• Retry the transaction. • If error still persists, escalate to TPS.
Settl Neg Batch	Terminal is confirming to settle a negative batch when SNEGB1 is set to 1:	• After verifying the current batch, confirm the settlement.
SECFILE.DAT not found!	The security file was not found.	• Rebuild the download file. • Perform a full download.
Settle Not Allowed	A settlement is being attempted when the terminal is in Demo mode.	Parameter TSTLE1 is set to 0 to not allow settlements in demo mode. Change TSTLE1 to 1,perform a partial.
Settlement Failed	The attempted Settlement was not successful.	• Verify there is no error on Tandem, retry settlement. • If there is an error on Tandem, troubleshoot error.
Shift Not ON	This message appears if you access the Shift Report when the Shift Option is off.	Enable shift processing.

Error	Explanation	Action
Table Init Error	The terminal encounters an error in one of the terminal records after a download.	• Verify there are no parameter conflicts in the download file. For example, if table number is enabled in retail or if the BIN range is missing a field. • Fix conflict and perform a partial download. Or, rebuild download file and perform a full download.
Track not found	There is no track on the card, or the track is unreadable.	Manually enter the card number or request another form of payment.
Trans Canceled	The transaction was canceled by pressing the cancel key on the terminal or PINpad.	No action needed.
Trans Not Allwed	The function attempted is not allowed based on the merchant profile.	• Update or rebuild download file to allow that feature. • If RFID, verify parameter RFIDFL1 is set to 1=On. • If function is not available, it can not be utilized.
Transaction Failed	The transaction failed.	• Retry transaction. • If error persists, request another form of payment.
Trans rejected	The transaction was rejected by the host.	No action needed.
Trans Not Supported	The host supports the transaction, but has not been enabled at the terminal.	• Update download file to support transaction type. • Perform a partial download.
Void Not Allowed	The user tried to void an already voided transaction.	Transaction is already voided, no action needed.
Zip Match Only	Only the zip code keyed matched. The address keyed does not match.	Either accept the transaction with failed AVS or cancel the current transaction. Retry the transaction and key the correct Address.
Zip Mismatch	The zip code keyed does not match.	Either accept the transaction with failed AVS or cancel the current transaction. Retry the transaction and key the correct Zip Code.

COMM Server Error Messages

Comm Server errors will display on the terminal as: TCP Send Error:XXXX, TCP Receive Error:XXXX and TCP Error:XXXX. The number of the error displays after the text.

Use the number to determine the error from the table listed below:

Error	Explanation	Action
1001 : VCS_ERR_MISSING_DATA	The request from SoftPay to Comm. Server has missing data.	• Retry the transaction. • If error persists, perform a full download.
1002: VCS_ERR_NO_SESSHAND	The request sent by SoftPay does not have the Session Handle specified.	• Retry the transaction. • If error persists, perform a full download.
1004: VCS_ERR_NO_MEMORY	The Comm. Server has run out of memory and is unable to process.	• Retry the transaction. • If error persists, perform a full download.
1005: VCS_ERR_INVALID_SESS	The session handle that SoftPay has sent to the Comm. Server is not valid.	Retry the transaction.
1007: VCS_ERR_NO_CONN_PORT	SoftPay has made a connection request and not specified the port.	• Retry the transaction. • Verify the port settings • If error persists, perform a full download.
1008: VCS_ERR_NO_CONN_URL	SoftPay has made a connection request and not specified the connection URL or IP Address.	• Retry the transaction. • Verify the URL/IP settings • If error persists, perform a full download.

Error	Explanation	Action
1009: VCS_ERR_CONN_FAILED	Comm. Server is unable to connect to the host due to: Network failure, Host is not running, Host IP Address or URL information is incorrect, the port number is incorrect, firewall is blocking network traffic, the host is unable to connect via SSL to the comm. server, user name, password, mid and tid could be wrong.	• Retry the transaction. • If error persists, verify file and perform a full download.
1010: VCS_ERR_NO_SENDBUF_SIZE	SoftPay has not specified the buffer size on the send packet.	• Retry the transaction. • If error persists, perform a full download.
1011: VCS_ERR_LARGE_SEND	SoftPay has sent a data that is larger than the maximum data buffer size that SoftPay can handle.	• Retry the transaction. • If error persists, perform a full download.
1012: VCS_ERR_DATA_SEND	Comm. Server is unable to send data to the host. SoftPay will receive this error when there is a network failure or the host is down.	• Retry the transaction. • If error persists, verify file and perform a full download.
1013: VCS_ERR_NO_RECVBUF_SIZE	SoftPay has sent a data receive request to the Comm. Server but has not sent the size of the data buffer.	• Retry the transaction. • If error persists, perform a full download.
1014: VCS_ERR_LARGE_RECV	SoftPay will receive this error when the data received from the host is larger than the data buffer allocated for the session.	• Retry the transaction. • If error persists, perform a full download.
1015: VCS_ERR_DATA_RECV	Comm. Server is unable to read data from the host. SoftPay will receive this error if there is a network failure or the host is down.	• Retry the transaction. • If error persists, verify file and perform a full download.

Communication Processing Messages

Dial

Error	Explanation	Action
Carrier Time-out	The modem timed out before detecting a carrier.	• Retry transaction. • Verify phone cord is connected and has a dial tone. • Change auth/settlement numbers in terminal.
Comm Error	There is a problem connecting to the host.	• Retry transaction. • Verify phone cord is connected and has a dial tone. • Change auth/settlement numbers in terminal.
Host link fail	The terminal is unable to connect to the host.	• Retry transaction. • Verify phone cord is connected and has a dial tone. • Change auth/settlement numbers in terminal.
Line Busy	Occurs when the host number is busy or when there is no number in the auth/settlement fields in the terminal.	• Retry transaction. • Verify phone cord is connected and has a dial tone. • Change auth/settlement numbers in terminal.
Link close fail	The terminal can't close the modem link.	Escalate to TPS.
Lost Carrier	The carrier is lost.	• Retry transaction. • Verify phone cord is connected and has a dial tone. • Change auth/settlement numbers in terminal.
No Answer	Host is not answering. The line may not be available, is busy or the terminal may be dialing the wrong number.	• Retry transaction. • Verify phone cord is connected and has a dial tone. • Change auth/settlement numbers in terminal. • Verify PABX is present if needed. • Verify download phone number.

Error	Explanation	Action
No Host Response	The terminal did not receive expected data (ENQ) from the host.	• Retry transaction. • Verify phone cord is connected and has a dial tone. • Change auth/settlement numbers in terminal. • Verify PABX is present if needed. • Verify download phone number.
No Line	Download has failed because the terminal does not recognize a working phone line.	• Verify phone cord is connected and has a dial tone. • Verify PABX is present if needed. • Verify download phone number.
Phone Num Flds Empty	The Primary and Secondary Authorization and settlement phone number fields are blank.	• Update download file with correct auth/settlement numbers. • Perform a partial download.
Pls Dnld Comm Server	The terminal is attempting to process via the Ethernet port but does not have the COMM Server application programmed.	Add the VMAC/Comm Server application to the download file and perform a partial download to GID 1. If processing via dial, verify dial settings in dl file.
WRITE COMM FAIL	The terminal is attempting to dial at a baud rate that the terminal hardware is not capable of using. This error occurs only when attempting to download.	If the terminal uses a 14.4 baud modem, verify that the baud rate is set correctly. Reference chapter 5. Retry download.

Ethernet

Error	Explanation	Action
HTTP 40x (most likely 404)	No internet connection or internet connectivity problems	• Verify if one terminal or several terminals are receiving the error. • Retry transaction. • Paste URL https://netconnect.paymentech.net/NetConnect/controller into web browser. If you see "Get Not Supported by the NetConnect Gateway" if the NetConnect application is running. • If the merchant has a browser on the same PC as the point-of-sale, ask them to go to www.google.com. If they cannot reach Google, the problem is with their internet connection. The merchant should be referred to their service provider. If they have dial backup, they should switch to it in the meantime. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
506 Call Helpdesk	Indicates that NetConnect is up but is unable to establish or maintain connection to the host.	• Retry the transaction, waiting at least 90 seconds for an authorization or 5 minutes for an upload. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
507 Call Helpdesk	The PNS number/Merchant ID is not a known NetConnect MID.	• Use the NetConnect Tool to verify the MID, TID, username and password setup with the equivalent parameters in the download file. If incorrect, update and perform a partial download. • Verify that the username and password are between 8-32 characters including a number. Special characters _ and – are permitted. • Verify that the NetConnect URL's in the download file are correct. If incorrect, update and perform a partial download. • Verify that NetConnect is up by going to this URL https://netconnect1.paymentech.net/NetConnect/controller from your browser. If "Get Not Supported by the NetConnect Gateway" displays on your browser then the NetConnect application is running. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
509 Call Helpdesk	Indicates that NetConnect is up but is unable to establish or maintain connection to the host.	• Retry the transaction, waiting at least 90 seconds for an authorization or 5 minutes for an upload. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
510 Call Helpdesk / 511 Call Helpdesk / 512 Call Helpdesk / 513 Call Helpdesk /	NetConnect is unable to determine the value of the MIME header. This error is most likely experienced during certification. Could be due to a blank username or password.	• Verify the NetConnect Username and Password. • Confirm MID/TID/NetConnect User ID/NetConnect Password are correct in terminal/download file. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.

Error	Explanation	Action
514 Call Helpdesk	The PNS number/Merchant ID is not a known NetConnect MID.	• Use the NetConnect Tool to verify the MID, TID, username and password setup with the equivalent parameters in the download file. If incorrect, update and perform a partial download. • Verify that the username and password are between 8-32 characters including a number. Special characters _ and – are permitted. • Verify that the NetConnect URL's in the download file are correct. If incorrect, update and perform a partial download. • Verify that NetConnect is up by going to this URL https://netconnect1.paymentech.net/NetConnect/controller from your browser. If "Get Not Supported by the NetConnect Gateway" displays on your browser then the NetConnect application is running. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
515 Call Helpdesk	Indicates that NetConnect is up but is unable to establish or maintain connection to the host.	• Retry the transaction, waiting at least 90 seconds for an authorization or 5 minutes for an upload. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
516 Call Helpdesk	NetConnect has experienced an internal error.	• Retry the transaction, waiting at least 90 seconds for an authorization or 5 minutes for an upload. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
517 Call Helpdesk	NetConnect is functioning, but the host is not returning a response.	• Verify the transaction is present on Tandem. If so, there is potential problem with the communication between Tandem and NetConnect. • Retry the transaction, if it is duplicated, void one of the transactions. • Retry the transaction, waiting at least 90 seconds for an authorization or 5 minutes for an upload. • Verify if this error is received with one card type or all card types. There could be a potential authorization network problem. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
518 Call Helpdesk	NetConnect established a connection and submitted the request but did not receive a response from the host in the timeout window.	• Verify that the entire batch was received on Tandem. • Retry the settlement/deposit waiting at least 5 minutes. If the batch is duplicated, follow procedures to release from suspense. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.

Error	Explanation	Action
519 Call Helpdesk	The merchant number and/or TID passed in the MIME header did not match the merchant number and/or TID in the NetConnect Authentication tool.	• Use the NetConnect Tool to verify the MID, TID, username and password setup with the equivalent parameters in the download file. If incorrect, update and perform a partial download. • Verify that the username and password are between 8-32 characters including a number. Special characters _ and – are permitted. • Verify that the NetConnect URL's in the download file are correct. If incorrect, update and perform a partial download. • Verify that NetConnect is up by going to this URL https://netconnect1.paymentech.net/NetConnect/controller from your browser. If "Get Not Supported by the NetConnect Gateway" displays on your browser then the NetConnect application is running. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
Host Conn Err: 2548	The merchant profile does not contain the NetConnect URL.	• Verify that the NetConnect URL's in the download file are correct. If incorrect, update and perform a partial download. • Verify that NetConnect is up by going to this URL https://netconnect1.paymentech.net/NetConnect/controller from your browser. If "Get Not Supported by the NetConnect Gateway" displays on your browser then the NetConnect application is running. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
Host Conn Err: 2574	The CAT5 cable is not connected or not connected properly.	• Verify that the CAT5 cable is connected securely to the terminal and to the router (Chapter 2).
Host Conn Err: 2707	This indicates that NetConnect is up but is unable to establish or maintain a socket connection to the host.	• Use the NetConnect Tool to verify the MID, TID, username and password setup with the equivalent parameters in the download file. If incorrect, update and perform a partial download. • Verify that the username and password are between 8-32 characters including a number. Special characters _ and – are permitted. • Verify that the NetConnect URL's in the download file are correct. If incorrect, update and perform a partial download. • Verify that NetConnect is up by going to this URL https://netconnect1.paymentech.net/NetConnect/controller from your browser. If "Get Not Supported by the NetConnect Gateway" displays on your browser then the NetConnect application is running. • If the merchant is using a NetGear router model RP614v2, this is not supported using Static IP. If static is being used, ask the merchant to reconfigure the router to use DHCP and change the download file to DHCP and perform a partial download. • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
Host Conn Err: 2708 or 2709	This indicates that NetConnect is up but is unable to establish or maintain a socket connection to the host.	• If the merchant is using a NetGear router model RP614v2, this is not supported using Static IP. If static is being used, ask the merchant to reconfigure the router to use DHCP and change the download file to DHCP and perform a partial download.

Error	Explanation	Action
Host Conn Err: 2901	No IP was assigned to the terminal when the merchant profile is setup for DHCP.	• Ask merchant to verify that the router connected to the terminal is configured for DHCP. • Verify the download file has DHCP enabled and perform a partial if necessary. • Recycle the power to the router and then the terminal to attempt to get an IP address from the router.
Host Conn Err: 3729	The Date and Time in the terminal is incorrect	• Correct the date and time in the terminal (chapter 6). • If the error persists, use the appropriate procedures to escalate a NetConnect issue.
TCP Receive Error 0	This indicates that NetConnect is up but is unable to establish or maintain a socket connection to the host.	• If the merchant is using a NetGear router model RP614v2, this is not supported using Static IP. If static is being used, ask the merchant to reconfigure the router to use DHCP and change the download file to DHCP and perform a partial download.

Address Verification Service – AVS Response Codes

Use the following table to verify the AVS response on receipts.

VISA Code	Text on Receipt	MC / Diners Code	Text on Receipt	DISC Code	Text on Receipt	AMEX/ JCB Code	Text on Receipt
A	ADDR=OK P-CODE=ERR	A	ADDR=OK P-CODE=ERR	A	ADDR=OK P-CODE=OK	A	ADDR=OK P-CODE=ERR
B	ADDR=OK P-CODE=ERR	B	AVS NOT SUPPORTED	B	AVS NOT SUPPORTED	B	AVS NOT SUPPORTED
C	UNABLE TO PROCESS	C	AVS NOT SUPPORTED	C	AVS NOT SUPPORTED	C	AVS NOT SUPPORTED
D	ADDR=OK P-CODE=OK	D	AVS NOT SUPPORTED	D	AVS NOT SUPPORTED	D	AVS NOT SUPPORTED
G	UNABLE TO PROCESS	G	AVS NOT SUPPORTED	G	AVS NOT SUPPORTED	G	AVS NOT SUPPORTED
I	UNABLE TO PROCESS	I	AVS NOT SUPPORTED	I	AVS NOT SUPPORTED	I	AVS NOT SUPPORTED
M	ADDR=OK P-CODE=OK	M	AVS NOT SUPPORTED	M	AVS NOT SUPPORTED	M	AVS NOT SUPPORTED
N	ADDR=ERR P-CODE=ERR	N	ADDR=ERR P-CODE=ERR	N	ADDR=ERR P-CODE=ERR	N	ADDR=ERR P-CODE=ERR
P	ADDR=ERR P-CODE=OK	P	AVS NOT SUPPORTED	P	AVS NOT SUPPORTED	P	AVS NOT SUPPORTED
R	UNABLE TO PROCESS	R	UNABLE TO PROCESS	R	AVS NOT SUPPORTED	R	UNABLE TO PROCESS
S	AVS NOT SUPPORTED	S	AVS NOT SUPPORTED	S	AVS NOT SUPPORTED	S	AVS NOT SUPPORTED
T	AVS NOT SUPPORTED	T	AVS NOT SUPPORTED	T	ADDR=ERR P-CODE=OK	T	AVS NOT SUPPORTED
U	UNABLE TO PROCESS	U	UNABLE TO PROCESS	U	UNABLE TO PROCESS	U	UNABLE TO PROCESS
W	AVS NOT SUPPORTED	W	ADDR=ERR P-CODE=OK	W	UNABLE TO PROCESS	W	AVS NOT SUPPORTED
X	AVS NOT SUPPORTED	X	ADDR=OK P-CODE=OK	X	ADDR=OK P-CODE=OK	X	AVS NOT SUPPORTED
Y	ADDR=OK P-CODE=OK	Y	ADDR=OK P-CODE=OK	Y	ADDR=OK P-CODE=ERR	Y	ADDR=OK P-CODE=OK
Z	ADDR=ERR P-CODE=OK	Z	ADDR=ERR P-CODE=OK	Z	ADDR=ERR P-CODE=OK	Z	ADDR=ERR P-CODE=OK
Blank	No text will print on receipt beside AVS:	Blank	No text will print on receipt beside AVS:	Blank	No text will print on receipt beside AVS:	Blank	No text will print on receipt beside AVS:
<Letter>	<Letter> misc letter will print if not listed on this chart above if sent in the response from the issuer.	<Letter>	<Letter> misc letter will print if not listed on this chart above if sent in the response from the issuer.	<Letter>	<Letter> misc letter will print if not listed on this chart above if sent in the response from the issuer.	<Letter>	<Letter> misc letter will print if not listed on this chart above if sent in the response from the issuer.